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A

Date: December 7, 1999
Re: Inventor(s): Jose Villena, Jeffrey Stout, Eyal Ben-Chanoch,
and Herrick Gooden
Title: **NON-BLOCKING EXPANDABLE CALL
CENTER ARCHITECTURE**
Atty. Docket No.: 233/1



Box NEW APP. FEE
Assistant Commissioner for Patents
Washington, D.C. 20231

Dear Sir:

Submitted herewith is the above-identified patent application. Also enclosed are:

- 1) 3 sheets of informal drawings (Figs. 1-3);
- 2) A self-addressed, stamped return postcard; and
- 3) A check in the amount of \$380.00 payable to the "Commissioner of Patents and Trademarks."

Respectfully submitted,

KAPLAN & GILMAN, L.L.P.

Jeffrey I. Kaplan

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Reg. No. 34,356

JIK/pa
Enclosures

CERTIFICATE OF MAILING

Express Mail mailing label number: EL069665552US
Date of Deposit: December 7, 1999

I hereby certify that this paper or fee is being deposited with the United States Postal Service Express Mail Post Office to Addressee service under 37 C.F.R. §1.10 on the date indicated above and is addressed to Box NEW APP. FEE, Assistant Commissioner for Patents, Washington, D.C. 20231.

Paula M. Halsey

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